



Video visits allow you to interact with your healthcare provider through live video and audio on your own device. You will be able to talk to your provider, similar to an office visit, by using your smartphone, tablet or computer to connect.

What do I need?

- A smartphone, tablet, or computer with a camera and microphone.
- An active MyUofMHealth Patient Portal account
- The MyUofMHealth App if using a smartphone or tablet.
- Zoom videoconferencing client or the Zoom app downloaded to your device
- A good wireless connection
- To be physically located in the State of Michigan (due to state law and regulations)

How do I prepare for my Video Visit?

About 2-3 days before your appointment:

1. Choose a space for your video visit. It should be:
 - Safe
 - Comfortable
 - Private
 - Well-lit
 - Located in the State of Michigan (due to state law and regulations)

2. Set up your Smartphone, Tablet or Computer (must have camera and microphone) for the video visit:
 - **Smartphone or Tablet (Recommended)**

- Make sure to download the MyUofMHealth mobile app **and** Zoom Cloud Meetings mobile app to your device.
- Test your Zoom Connection using this link:
<https://zoom.us/test>
- **Computer equipped with a camera and microphone:**
 - Make sure you download the Zoom Client for Meetings to your computer at <https://zoom.us/download>.
 - Test your Zoom Connection using this link:
<https://zoom.us/test>

Complete the eCheck-In process up to 3 days before your visit:

1. Log into your MyUofMHealth account.
2. Click the **Appointments icon** on your smart device, or if you are on a computer click the **Visits icon** then select **Appointment and Visits**.
3. Locate your Video Visit appointment and click the eCheck-In link.
4. Complete all of the steps for the eCheck-In process including any questionnaires.
 - a. Click Next or Complete to move on to each section.
 - b. Be sure to enter a phone number where you can be reached at during the time of the video visit. Your provider will use this number to call you if the visit is disconnected or there are technical issues.
5. If you complete the eCheck-In process several days before your visit, you can log out of MyUofMHealth at this point.

Note: Failure to test your equipment in advance could mean you cannot connect to the provider for your appointment.

How do I start my Video Visit?

On the day of your video visit appointment (no more than 15 minutes before your appointment):

1. Go to the space where you tested your connection for the video visit.
2. Log into MyUofMHealth with the same device you previously set up.
 - a. For **Smartphone or Tablet**: Click the Appointments icon in the app
 - b. For **Computer**: Click Visits icon then select Appointment and Visits
3. Click the green camera icon to access your visit (or click on the appointment). Note: The camera icon will not be green until 15 minutes before your scheduled appointment time.
4. Select **Begin Visit** (a large green button towards the bottom of the screen) to connect to your video visit.
5. Click **Open** when asked to open this page using the Zoom program.
6. You will be placed in a virtual waiting room. Your provider will appear when they connect.
7. When the provider connects to the video visit, Zoom will ask for permission to access your camera. Click **OK**.
8. Click **Join with Video**. You can decline the request to receive Zoom notifications. This is not required for video visits.
9. Click **OK** when Zoom asks permission to access your microphone. You can then select your audio preference. Select **Call using Internet Audio** to use Wi-Fi or data on your phone.
10. You may also choose to dial into the meeting separately or have the app call your phone
11. The video visit will now begin.
12. At the end of your video visit, your provider will log off and the appointment is complete.
13. Click **OK** to leave the meeting.
14. You will receive an After Visit Summary in your MyUofMHealth account.

Tips for a successful video visit

- Turn on notifications in the MyUofMHealth App to receive appointment reminders.

- Check your MyUofMHealth App for updates before your appointment.
- Turn up the volume on your smartphone or tablet (consider wearing headphones).
- Turn off other apps so there is no interference with your connection.
- Some networks (especially business wireless networks) may block video visit access even if there is a good wireless connection.
- Give yourself time to complete your visit questionnaires and complete eCheck-In before your scheduled appointment time.
- If you accidentally hang up during the call, you will be able to get back into the visit by taking the same steps you took to first enter the visit.
- If your provider is running behind schedule, you may need to wait for them to join the video visit. Do not log out of the video visit, as your provider will be notified that you are logged in and ready.
- Do not operate a motor vehicle while participating in a video visit.

Questions and support:

- If you have questions or concerns about your **appointment**, call the clinic number listed on your appointment.
- For help finding the **MyUofMHealth App** visit <https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format>
- If you experience a **technical issue** or are having **trouble downloading the app**, please email HIM-PatientPortal@med.umich.edu or call (734) 615-0872, to speak with a patient portal representative.
- For help setting up Zoom, visit: <https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format>
- For more information about **Video Visits**, visit: <https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format>

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